



Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Acting Secretary

February 14, 2023

The Honorable Joseline A. Peña-Melnyk
Chair, House Health and Government Operations Committee
Room 241, House Office Building
Annapolis, Maryland 21401

RE: HB 340 – Maryland Department of Health - 2-1-1 Maryland - Oversight – Letter of Support

Dear Chair Peña-Melnyk and Committee Members:

The Maryland Department of Health (MDH) respectfully submits this letter of support for HB340 - Maryland Department of Health - 2-1-1 Maryland - Oversight.

MDH provides oversight to 2-1-1 Maryland as outlined in their Articles of Incorporation. This oversight role is codified in Maryland Statute. This bill further clarifies MDH's oversight role related to 2-1-1 Maryland and the associated call centers. Under current statute, MDH is charged with evaluating the performance of each 2-1-1 Maryland call center and this legislation places this function back in the hands of 2-1-1 Maryland.

MDH has contractual agreements with 2-1-1 Maryland to perform a variety of services including information and referral. 2-1-1 Maryland in turn has contractual agreements with call centers to perform these services. 2-1-1 Maryland directly contracts with the call centers and is in the best position to evaluate the performance of the call centers and ensure the work they are performing is aligned with the contractual agreements.

Since December 2021, MDH and 2-1-1 Maryland have worked collaboratively to strengthen the relationship. MDH meets bi-weekly with the Board Chair, Vice Chair, and Executive Director of 2-1-1 Maryland to discuss strategic plans and priorities to ensure close alignment. These meetings also provide a forum to address any issues, concerns, or challenges that arise. Prior to this legislation being introduced, 2-1-1 Maryland and MDH also worked collaboratively to review and provide feedback on this proposed legislation.

If you would like to discuss this further, please do not hesitate to contact Megan Peters, Acting Director of Governmental Affairs at megan.peters@maryland.gov or (410) 260-3190.

Sincerely,

Laura Herrera Scott, M.D., M.P.H.
Acting Secretary